

PATIENT RIGHTS AND DUTIES POLICY

RIGHTS

- Receive dignified and respectful care, being welcomed in a humane way, free from prejudice or discrimination regarding race, color, age, gender, sex, creed, diagnosis or any other form of prejudice by all members of the Garibaldi Anesthesiology Service;
- Have your privacy, intimacy, security and physical integrity ensured, considering the resources, the established security procedures and the facilities of the health institution where you will be treated;
- Ensure the preservation of their image and identity, and respect for their ethical and cultural values, regardless of their state of conscience;
- Be identified by your full name, date of birth or registration number, and be addressed by your name. Never be treated by the name of your disease, procedure name, number or code, or other pejorative, disrespectful or prejudiced ways;
- Have ensured the confidentiality of your personal data and medical record information through professional secrecy, as long as it does not entail risks to third parties or public health;
- To be able to identify the professionals who work directly or indirectly in their care through a badge containing name, photo, position/function.
- Receive clarification on the documents and forms that are presented to them to sign, through clear and simple language that allows their understanding and understanding for a conscious choice.
- Receive from your anesthesiologist an explanation of the proposed anesthetic procedure, its risks, benefits, potential complications, as well as alternative anesthetic techniques, their risks and benefits. This explanation must be in clear language so that the patient/family member can understand.
- Consent or refuse proposed anesthetic procedures and techniques, freely and voluntarily, after having received adequate information, provided that the patient is not at imminent risk of death;
- Consent or refuse life-sustaining treatment and resuscitation services. In case it is impossible to express your will, consent or refusal must be given, in writing, by your nominated family member or legal guardian;
- Revoke prior consent at any time, by free, conscious and informed decision, without moral or legal sanctions being imposed on them;
- Request a second opinion regarding your procedure and, if desired, replacement of the anesthesiologist responsible for your care;
- Have access to your medical record in accordance with current legislation and institutional standards. This must be prepared legibly and include the set of standardized documents with information about the patient's history, onset and evolution of their disease, therapeutic procedures and other pertinent notes.
- To be able to appoint a family member or legal guardian to make decisions regarding diagnostic or therapeutic procedures, including with regard to extraordinary treatments, care and procedures to prolong life. Applicable to persons over 18 or legally emancipated.

- Receive adequate treatment for the assessment and management of their needs in end-of-life situations in accordance with current legislation in the country, institutional protocols and taking into account their preferences;
- Having their spiritual and religious beliefs respected and receiving or refusing moral, psychological, social and religious assistance;
- Have access to detailed accounts referring to the expenses of your treatment, as well as the price list and services offered by the Anesthesiology Service , according to the patient's link to a plan or health insurance or private care.
- Express your complaints and concerns to the Anesthesiology Service , through the Customer Service channels, and receive relevant clarifications, when applicable;
- Have respectful and compassionate care at the end of your life and be treated with dignity and respect after your death. Family members or guardians must be notified immediately after the death.

DUTIES

- Give complete and accurate information about your health history, previous illnesses, past medical procedures and other health-related issues;
- Notify unexpected changes in your current health status to the professionals responsible for your care;
- Seek all necessary clarifications to understand the proposed procedures and techniques. Confirm your understanding and ask questions whenever in doubt;
- Follow the instructions recommended by the medical team, being responsible for the consequences of their refusals;
- Indicate the person financially responsible for your service, informing any changes in this indication; Know and inform the Anesthesiology Service of the extent of financial coverage of your Health Plan, Insurance Company or Company, as well as possible restrictions; Be responsible for any and all expenses incurred during your period, through gloss or conflict situations with your Health Plan, Insurance Company or Company, committing to negotiate directly with them and exempting the Anesthesiology Service from any liability.
- Respect the rights of other patients, companions, members and hospital service providers, treating them with civility and courtesy, helping to control the silence of the environments and respecting the institution's rules.
- Know and respect the rules and regulations of the health institution.